

# CSR SPIEL

Hi, <Name of Customer>! This is \_\_\_\_ from Bidi Vapor. Thank you for ordering Bidi Stick! How are you doing today? Please take note that this call may be monitored or recorded for quality assurance purposes. Is it alright to record the conversation?

<YES/NO>

Before we get your package boxed up and shipped at <BILLING ADDRESS>, I will be asking you a few questions regarding your transaction. As a responsible vaping company, our mission is to put a stop on underage access to vaping products. We want to ensure that the transaction is aligned with California Proposition 65 to strengthen our advocacy against underage vaping.

Did you order <ITEMS PURCHASED> made on <DATE OF PURCHASE> at <TIME OF PURCHASE>?

<<NO>>

Thank you for reporting and confirming this unauthorized transaction. Our support team will assist you in this matter and will investigate what transpired in your Bidi Vapor account. Thank you!

<<YES>>

Great! Thank you for choosing Bidi Stick! Are you 21 years old and above?

<<NO>>

Bidi Vapor firmly stands against underage vaping aligned with California Proposition 65 and FDA enforcement. The Bidi Stick is only available to purchase by adults 21 years old and above. With this, we would have to cancel your transaction.

<<YES>>

That's good to know. Thank you for choosing Bidi! Your order is now confirmed and ready for shipping. Bidi Vapor takes the stand aligned with California Proposition 65 and FDA's enforcement against youth access to e-cigarettes to heart. In line with this, please prepare your government-issued identification card and signature upon delivery. With your valuable time, you have helped us in protecting youth access to vaping products. Have a great day!